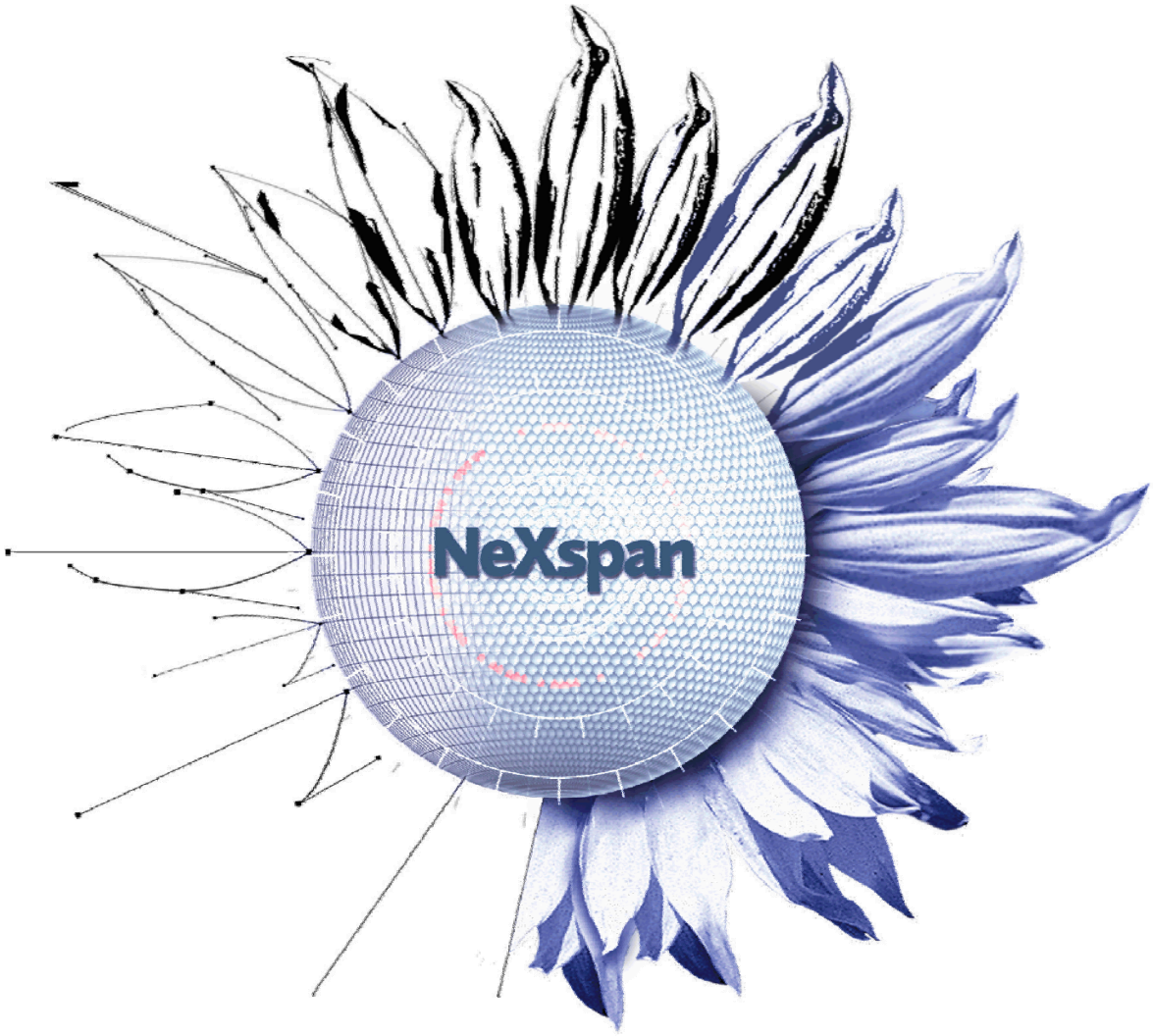

User Guide

TWS Phone V2.1

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User Guide

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1. Presentation

1.1. Overview

TWS (Telephony Web Services) Phone is a tool for managing incoming telephone calls, forwards, video conferences and call supervision. You can integrate it into your working environment thanks to an advanced web interface.

1.2. Features

TWS Phone offers the following telephony services:

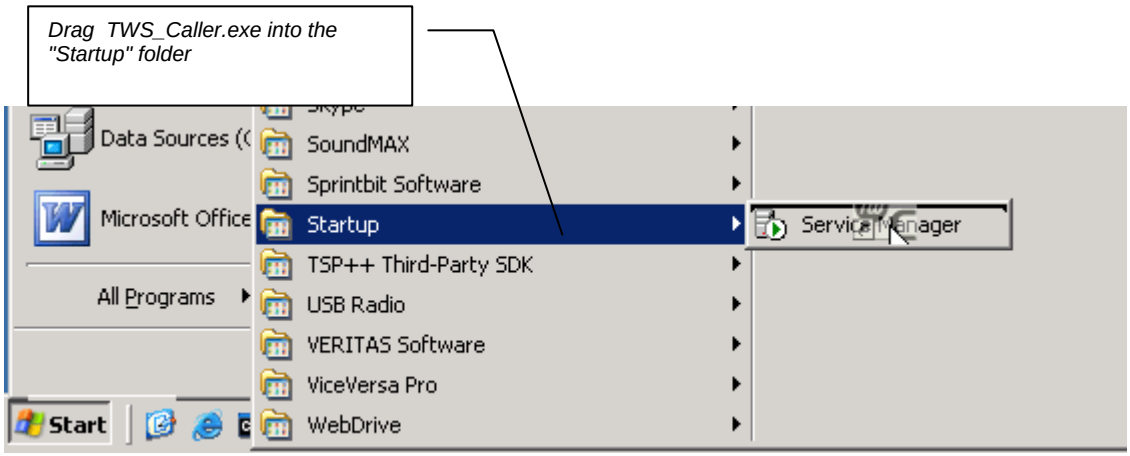
- Advanced supervision of a set of your choice, with the possibility of transferring a call, putting a call on hold or having a conference. These functions have been added to the standard telephony functions: off-hook, on-hook, caller ID display.
- Speed dialling, using shortcuts, an entry field or the directory
- Easy integration onto the desktop.

2. Ergonomics

2.1. Running the application

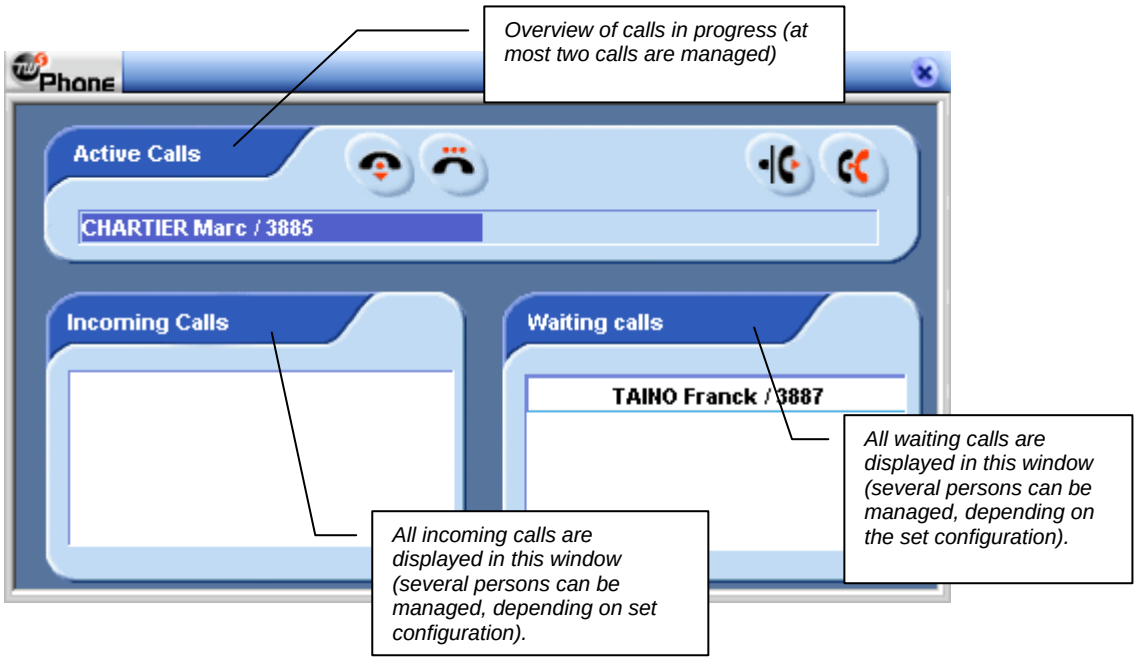
If the application does not start automatically, launch it from the *TWS_Caller.exe* shortcut.

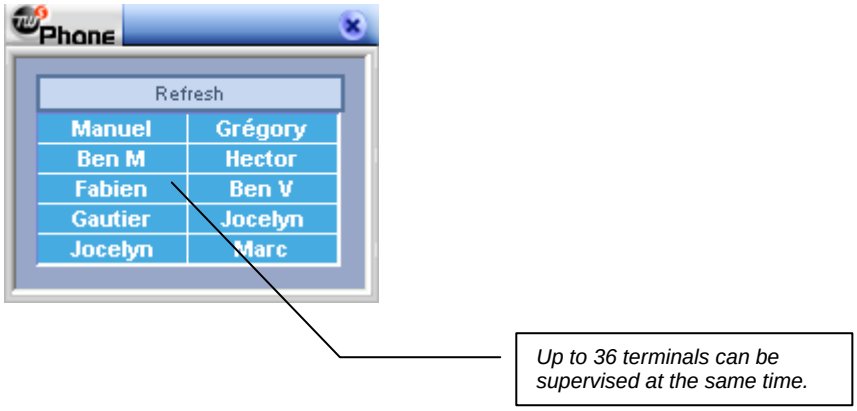
You can open TWS Phone automatically each time the computer starts up by placing it in the *Start* folder in the *Start* menu (see configuration documentation for more details):



2.2. Overview of the application

Here is an overview of the TWS Phone interface.


Overview of calls in progress (at most two calls are managed)
Phone
Active Calls
CHARTIER Marc / 3885
Incoming Calls
Waiting calls
TAINO Franck / 3887
All waiting calls are displayed in this window (several persons can be managed, depending on the set configuration).
All incoming calls are displayed in this window (several persons can be managed, depending on set configuration).



3. Using TWS Phone

For the TWS Phone application to start, you must have configured its launch in *Profile → Application* (this operation is described in detail in the *TWS Applications* documentation).

TWS Phone has 4 distinct windows:

- A main Phone window for managing incoming, on-hold or active calls
- A window for supervising the numbers configured as shortcuts
- A video conference window
- The caller window containing the general TWS Phone application configuration.

We shall describe the first three Windows in the telephony/video part, and handle the last part in the configuration part.

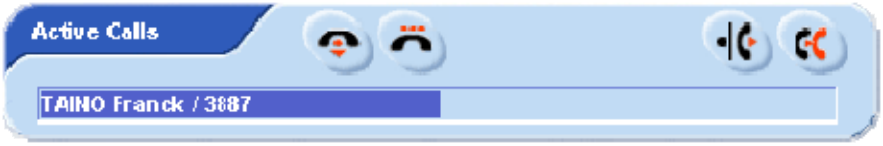
3.1. Telephony

3.1.1. Main window

The first window is as follows:

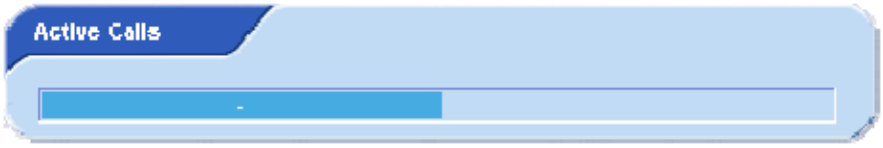
3.1.1.1. Active calls

The first part, located on top of the window, shows the active calls.



This box is active when you off-hook or pick up a waiting call. The action buttons only appear when at least one call is active. A maximum of two calls may be active.

Otherwise, if no calls are in progress the following is displayed.



4 actions are available on the following buttons:

- : used to hang up

- If you have two calls in "active" state, but one is in "temporary waiting" state (enquiry call), using this button will have a different effect depending on whether your set is in VTI-XML mode or CSTA mode.

CSTA: this is the current call which is over; the "temporarily waiting" call then becomes active (same result as " recover", see below).
VTI-XML: you hang up but the two correspondents are connected to each other.

- If you are having a call with two people in conference mode (see below), the call is interrupted for you, but the two contacts remain in communication.
-

- : used to put a call on hold, the active call will disappear from the active call area to appear in the waiting call area.

If you have two calls in the "active call" box, the correspondent who is on line moves to the "calls waiting" box. The one who was on temporary hold then comes on line.

- : enables you to transfer the call; you can do this in two phases:
    1. Click (simple click) on the button.
    2. Click on a contact in the TWS Phone directories or a call shortcut.

  This button only appears if there are two active calls.

- To make a second call, just click on a phone number.

  This action is used mainly in two cases:
    1. You want to consult a person and put your contact on hold in the meantime. In this case, it would be better to use the hold key.
    2. You wish to set up a conference call, between yourself and two other persons. In this case, you must put the first contact on "temporary hold", contact the second person (to ask their opinion, for example) and finally connect the three people (using the "conference" button).

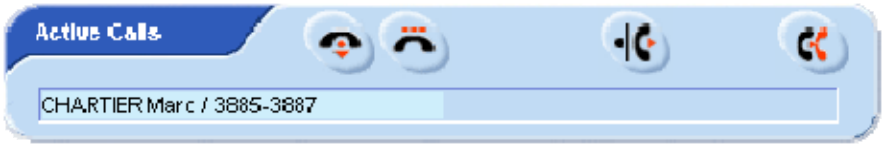
  Launching a 2nd call automatically puts the first call on hold, but it remains in the "active calls" box.

  Once the call has been set up with the new correspondent, two names appear in the "active calls" box. You can then activate the "conference" mode, if you wish (see the key below).

- Note: you can also click directly on the telephone number in the TWS Phone directories to start a second call.

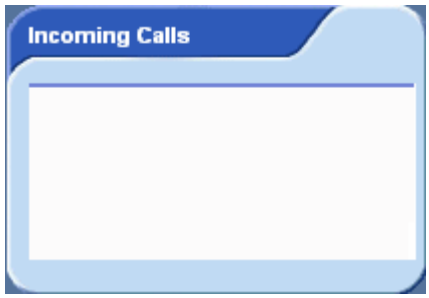
The following buttons appear if a three-way call takes place:

	Alternate the two calls: available only when two active calls are displayed. Clicking on the button will reverse the state of the two calls in the "active calls" box: one changes to "temporary waiting" state (but remains in the "active calls" box) while the other is put on line.
	Resume call: available only when two active calls are displayed. This function is useful when you have set up an enquiry call and you want to end one of the two conversations. Pressing this button ends the active conversation and resumes the "temporary waiting" call. If you want to end the other conversation you must use the "Alternate the two calls" button first.

	Set up a conference: available only when two active calls are displayed. If you use this function you will bring together two contacts in a single box which only contains the contact numbers:  Three actions are possible during a conference: These actions are described above. Special case: when the "resume call" function is used, you end the conversation with the last person who came on line with you before the conference was set up.

3.1.1.2. Incoming calls

The second part, located at the bottom left, shows incoming calls.



This box displays incoming call events: when a person tries to reach you, his or her telephone number is displayed in the box, as well as his or her identity if it exists in the company's directory (this depends on the configuration of the TWS or TWP server on your site).
This is what is displayed when a person that exists in the company directory calls you:

2 actions are possible:

- Dumas Roger / 3388: you can pick up the call by clicking on this person's telephone number and / or name; it will then move to the first part (see above).

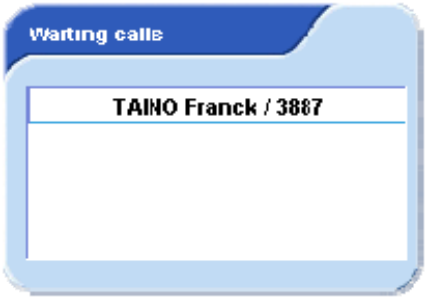
- : diverts the call. This means that the call is channelled to another line without you needing to off-hook. This action is carried out in two stages:
    - Click (single click) on .

- Then click on any contact in the directories (see the use of the directories in the TWS Caller application documentation) or a contact shortcut (see the section concerning call supervision in this same document).

- If you take the call while you are already in a communication with someone (a communication is already present in the "active calls" box), the ongoing call is automatically put on hold in the "calls on hold" box.
- You cannot organise a three-way conference from a call in the "incoming calls" box if you already have a call in progress. In fact, your terminal should be the one to make the call to the new participant and not the other way round.

3.1.1.3. Waiting calls

This box indicates the calls you have put on hold.
When you have a contact on hold, their telephone number and / or name appear in the box.



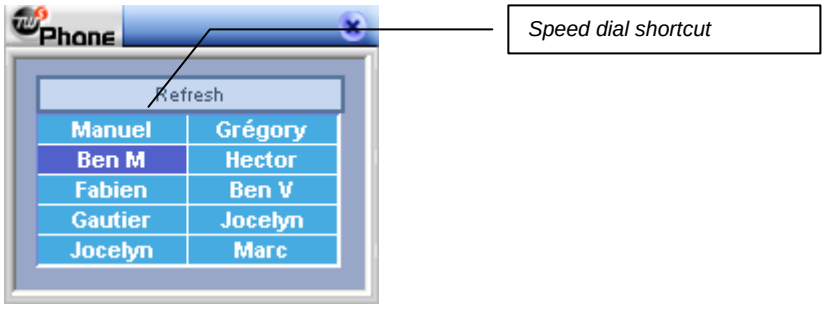
Only one action is available in this area:

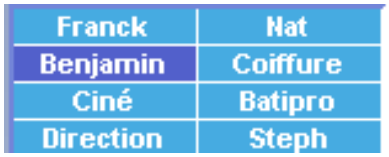
- Dumas Roger / 3388: you can pick up the call by clicking on this person's telephone number and / or name; it will then move to the first part (see above).

- You cannot start a conference with a call on hold.
- You cannot on-hook a call on hold. You must pick it up again so that it is in the "active calls" box.
- You may put a conference on hold. However, only one number will appear in the box. You may resume the conference at any time, and in the meantime the other correspondents may talk to each other in private.

3.1.2. Supervision window

To open this window, go to Caller then click on *Phone* then *Key display*; this window opens.





Shortcut area: simply click on a shortcut box to dial the number assigned to it. You may create up to 36 shortcuts using the shortcut edition interface (described below).

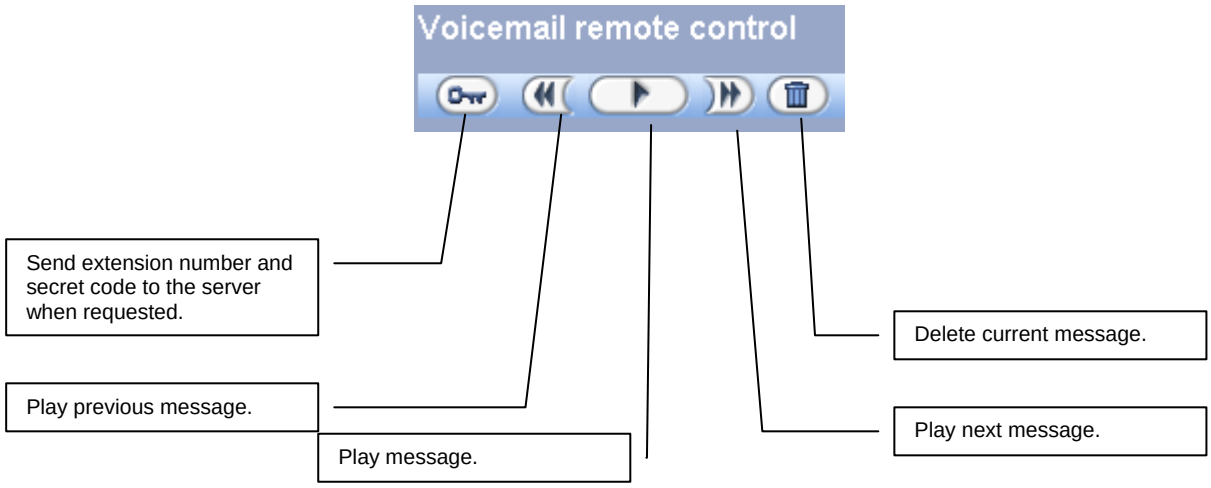
Supervision colour code:

The supervised set is online.

The supervised set is ringing.

The supervised set is idle.

3.1.3. Voicemail control window


Voicemail remote control
Send extension number and secret code to the server when requested.
Play previous message.
Play message.
Delete current message.
Play next message.

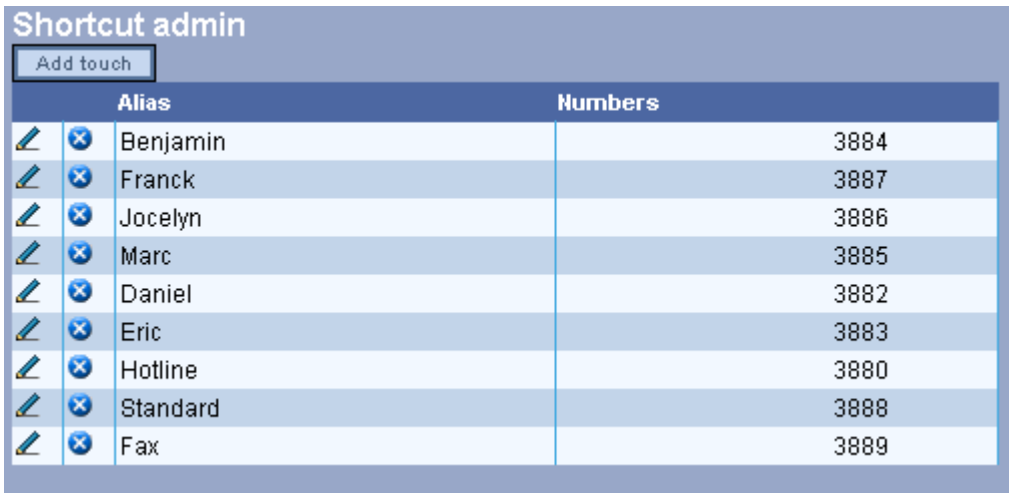
To access voicemail control, click the TWS Caller icon, then TWS Phone and then *Voicemail*.

1) Call your voicemail using the icon located on your caller .
2) Click on to send the extension number when you are prompted for it.
3) Use the arrows to navigate between the messages, or the bin to erase the current message.

3.2. Configuration

3.2.1. Creating keys

Click on the icon to access the TWS applications menu, then click on *TWS Phone* then *Keys*.



If you wish to add a new shortcut, just click on and the following line appears:

Alias: the name that will appear
Number: the phone number to dial, associated with the shortcut name.

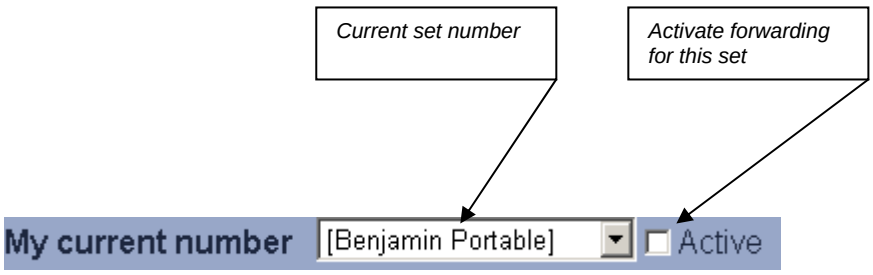
Creating a shortcut:

	Cancel the modifications made on the selected line (appears only in edit mode)
	Delete line.
	Change to line edit mode (disappears in edit mode).
	Save modifications (appears only in edit mode).

3.2.2. Forwarding management

Click on the icon to access the TWS applications menu, then click on TWS Phone then *Forwards* to obtain the following menus.

The following list of options appears at the top of each of these menus:

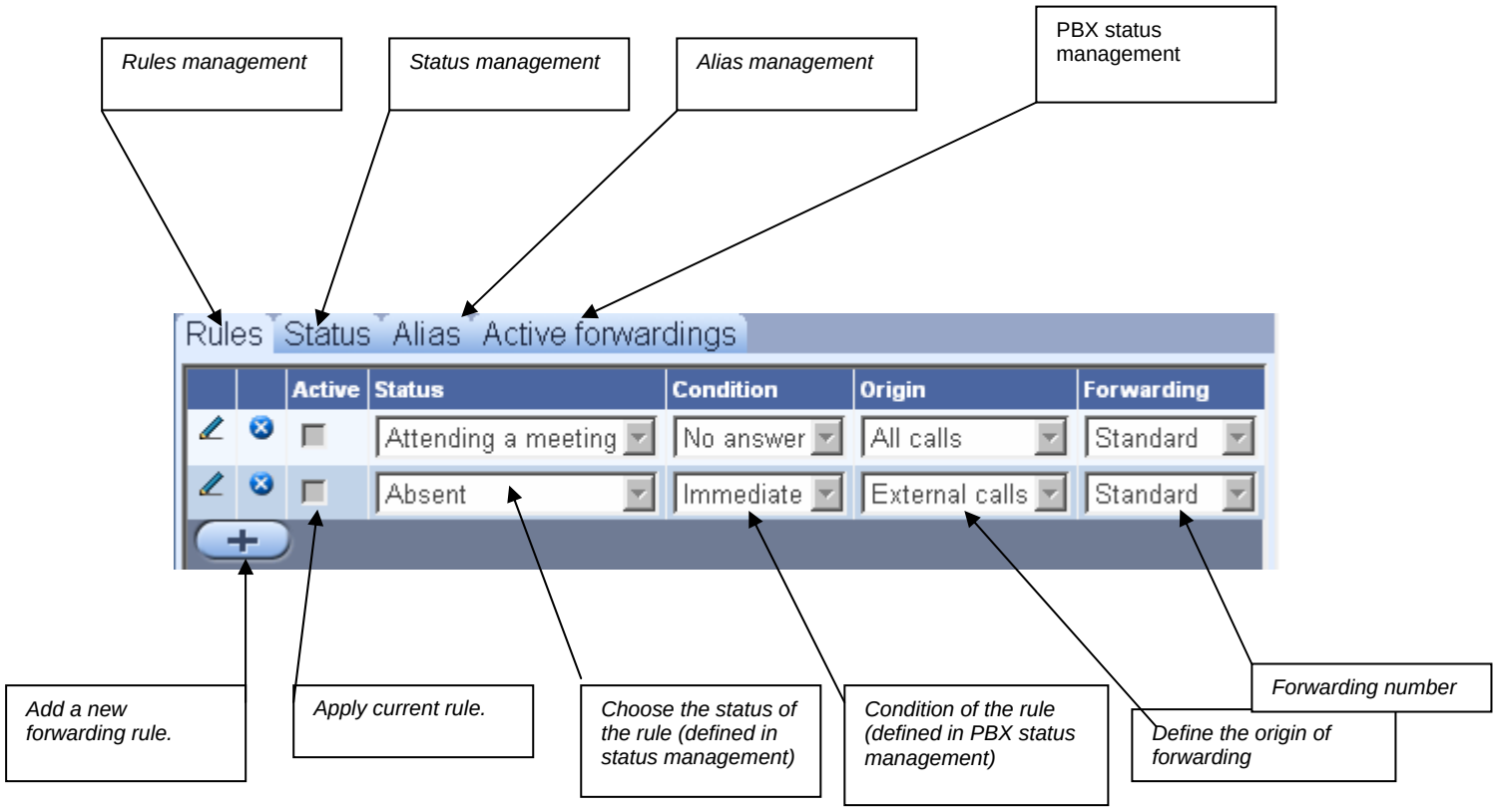


This list lets you choose the number for which the forwarding rule is to be applied and whether you want this rule to be active or not (corresponding check box).

For the tabs explained below, the editing and creation of a new line and the update of certain lines follow the same principle, i.e. the following buttons are used:

	Cancel the modifications made on the selected line (appears only in edit mode)
	Delete line.
	Change to line edit mode (disappears in edit mode).
	Save modifications (appears only in edit mode).
	Add a new line.

3.2.2.1. Rules



The forwarding rules are defined in this tab; you have to first create the different possibilities of applying the rule (see 3.2.2.2). Moreover, you must have defined the Forwarding aliases (see 3.2.2.3).

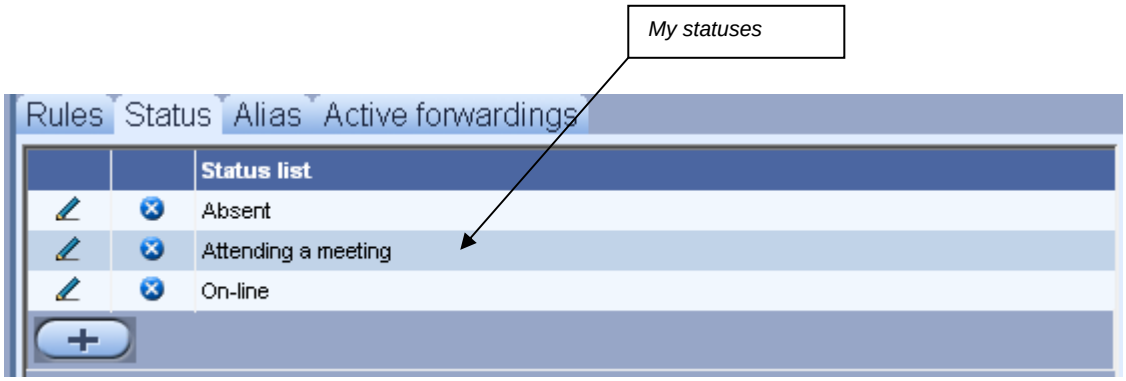
The *Condition* option list lets you choose according to the conditions present for the PBX State, for example, if you want to forward on no answer, or an immediate forward, or even a forward on busy.

The Origin option list lets you set the source from which the rule will or will not apply:

- Int-Ext: From Internal or External
- Int: From Internal
- Ext: From External.

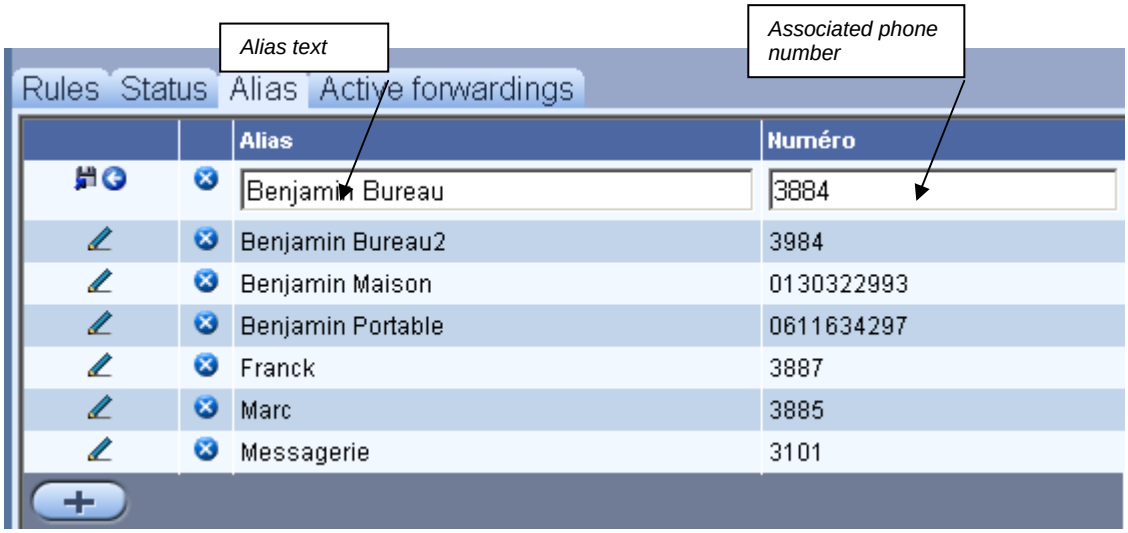
Then check Active to validate this rule for the selected number.

3.2.2.2. *Statuses*



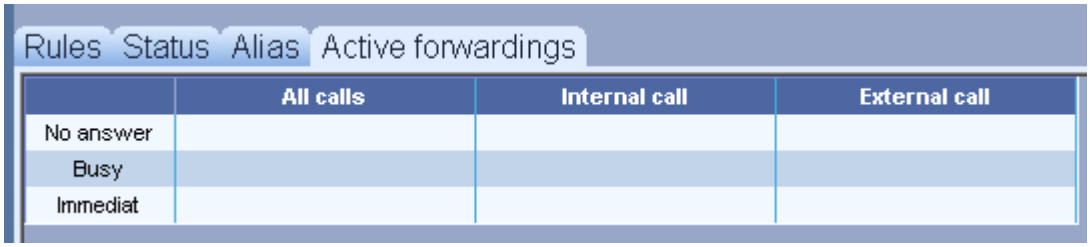
Once you have created new statuses, they will automatically appear in the Rules tab, in the Status column.

3.2.2.3. *Aliases*



It is in this tab that you can define aliases; each alias corresponds to a phone number. These aliases will appear in the Rules tab, in the Forwarding column.

3.2.2.4. *PBX statuses:*

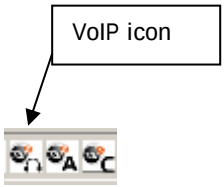


These tabs are defined automatically and cannot be modified.
Nevertheless, you can display them in this table.
These values appear in the Rules table, in the *Condition* column.

3.3. Voice over IP option

This option is used to add voice management to TWS Phone.

If this option is defined for a user, when *TWS Caller* is started, an additional icon appears in the task bar beside the *TWS Caller* and *TWS Alerter* icons:

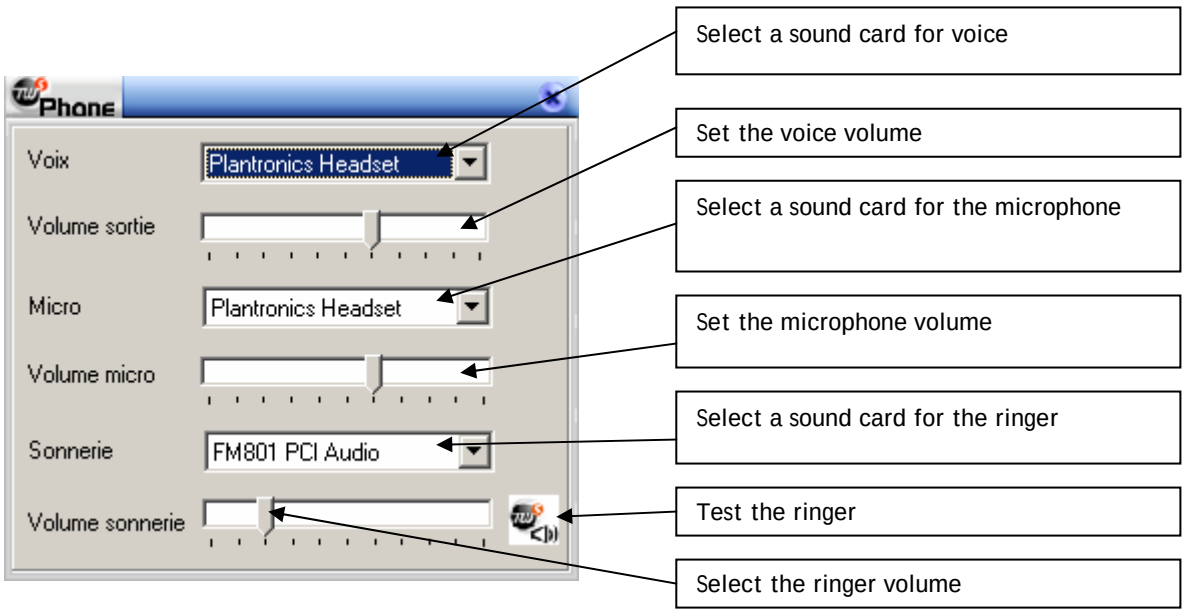


The number of TWS Phone lines (CCOs) can be configured by the system administrator. By default, this number is set to one.

3.3.1. Audio settings

To access the settings, open the TWS Caller main page and select the audio configuration icon.

The following window gives access to the audio settings.

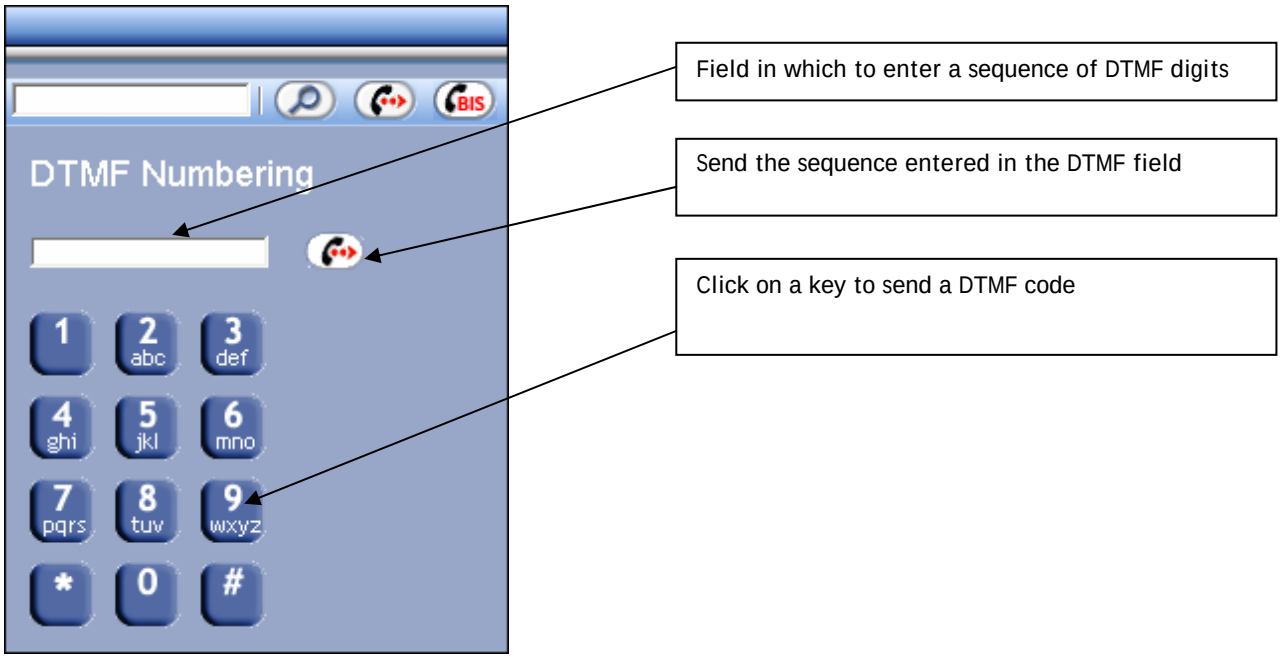


3.3.2. DTMF dialling

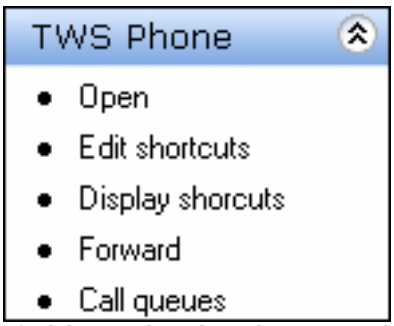
To access the DTMF code dialling interface, open the TWS Caller main page then select the DTMF dialling icon. (See below)

Using the DTMF dial function:

You can send a sequence of DTMF digits either by clicking on a key on the digital keypad, or by entering the sequence and clicking the validation key.

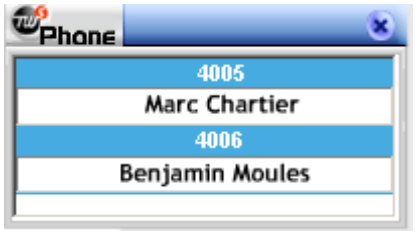


3.4. Call pit(s) option



If this option has been activated by your administrator, you can access the *Call pits* menu in *TWS Phone*.

In this case, when you click *Call pits*, the call pits window opens. This window returns to its normal state during the next start-up (open or closed, and even geographic position).



The *Call pits* window looks like this.
It comprises different call pits (in our example 4005 and 4006) and numbers or names of correspondents currently calling these call pits.

The correspondents' names are displayed if known to the directories connected to your TWS Server and if the pits have been configured for this.
(See the documentation on TWS Phone configuration)

The names of your correspondents are presented in the order of arrival on the queue (with the most recent call on top).

When you click on any of the correspondents, the call is automatically channelled to your telephone set.

Comments:

On-going calls are not displayed when the window is opened; only the next calls will be taken into account.

Make sure you resize the window in the event of a large number of call pits, so as to be able to view calls arriving in the last call pit.